

Frequently asked questions

During the training sessions Members have raised various queries. We thought it would be worthwhile to document these for information.

	The Council is restricted in what can be allowed on a Council owned iPad because of Government guidelines. The guidelines are in place to safeguard data which is shared between the Department of Work and Pensions and the Council. Please note that if the Council breached the guidelines the Government could stop the Council delivering key services, such as administering benefits.
--	--

Can I download other apps to my iPad? Unfortunately not, this is because the Council can only use apps which are security compliant. If you wish to request an app, please contact ICT on adrian.dixon@chorley.gov.uk

Could iMessage, Skype or FaceTime be used on my iPad? It's against Government guidelines to have more than one messaging system per Council iPad. Also, because Skype and Facetime use a lot of data and it's not possible to set the apps to only work if the iPad is connected to a W-Fi source. Those apps would soon use the monthly 1g of mobile data.

Can I load my own photos and music onto my iPad? You can't connect you iPad to another computer for security reasons.

Why does the iPad have tracking? The tracking is to enable ICT and the Police to locate the device if it is lost or stolen.

Can I use my iPhone as a hotspot where there is no Wi-Fi available? Yes, there are instructions on how to do this Wi-F section

Can the five minutes of inactivity lockout be extended? This is due to security requirements. You can tap it every so often to stop it from locking

Can the number of passwords be reduced? There are three passwords. First, for the computers in the Windows password (this is for when you log on in the Members' Room if you want to log onto Citrix Receiver for remote access. When you change this every 90 days your iPad will prompt you to enter the new "exchange" password). Second, the iPad passcode (to unlock your iPad) and thirdly, the mod.gov app password. Unfortunately, it is not possible to reduce the number of passwords at this time.